



## **E-GOVERNMENT ADVISORY COUNCIL**

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### Montana Interactive General Manager's Report

Year End 2004

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## This Period In Review

I am pleased to report that 2004 was the most productive year yet for eGovernment in Montana; twenty five (25) new services were launched and seventy one (71) instances of the Virtual Cashier were established. The portal continues to be financially viable, well staffed and the project queue remains consistently strong. Support from partner agencies and departments remain very positive as most of our new projects come from agencies that have used our services in the past. In 2005 we will deploy a stronger infrastructure that will ensure better availability for the citizens of Montana and more efficient processing for the portal as a whole.

### New Services 2004

<b><u>Service</u></b>	<b><u>Agency</u></b>	<b><u>Status</u></b>
Applications and Draws	Fish, Wildlife and Parks	Completed
Appointments	Governors Office	Completed
Banking and Financial Lookup	Administration	Completed
Business Entity Annual Reports	Secretary of State	Completed
Business Tax Express COGS	Revenue	Completed
Business Tax Express LFT	Revenue	Completed
Business Tax Express RVT	Revenue	Completed
Business Tax Express Withholding	Revenue	Completed
Educator Licensure Lookup	Office of Public Instruction	Completed
Gov-elect Admin	Governors Office	Completed
Historical Society Shopping Cart	Historical Society	Completed
Nominations	Governors Office	Completed
Professional License Renewal Specialties	Labor and Industry	Completed
Radio Frequency Permitting	Administration	Completed
Radiology Administration	Public Health and Human Service	Completed
Radiology Inspections	Public Health and Human Service	Completed
Radiology Registration	Public Health and Human Service	Completed
Record Search	Justice	Completed
Suggestion Submission	Governors Office	Completed
UCC Bulk Data	Secretary of State	Completed
UCC Copies	Secretary of State	Completed
UCC Filings	Secretary of State	Completed
UCC Searches	Secretary of State	Completed
University Tuition Payments Accounting	University of Montana	Completed
Voter Verification	Secretary of State	Completed

### **Virtual Cashier Implementations**

DOT Washto Conference	RN Exam	RE License Reactivation
911 Expo	RN RE Exam	RE License Verification
RN Late Renewal Fee	LPN Exam	RE PM License
RN Late Inactive Renewal	LPN RE Exam	RE PM Pre-Licensing Course
LPN Late Renewal Fee	Temporary RN Permit	RE PM Renewal
LPN Late Inactive Renewal	Temporary LPN Permit	RE PM Text Book
APRN Renewal Fee	APRN Temporary Permit	RE Recovery Account Fee
APRN Late Renewal Fee	DOLI Govs Conference Participant	RE Rookie CE Course
APRN Inactive	DOLI Govs Conference Participant/Guest	RE Salesperson License

APRN Late inactive	DOLI Govs Conference Exhibitor	RE Salesperson Renewal
Prescriptive Authority Renewal	DOLI Govs Conference Exhibitor/Guest	MB Entity Original Licensing
Prescriptive Authority Late Renewal	DOLI Govs Conference Sponsor	MB Sole Proprietor and Individual Original Licensing
LPN Inactive Fee	RE Address/Supervisor Change	MB Entity Partial-Year Original Licencing Fee
RN Inactive Fee	RE Broker License	MB Sole Proprietor and Individual Partial Year Original Licensing
Duplicate Renewal Cert	RE Broker Renewal	MB Additional Records Check
License Verification	RE CE Course Application	MB Renewal (All Types)
RN Reciprocity	RE CE Instructor Application	MB Late Renewal (All Types)
LPN Reciprocity	RE Duplicate License	Loan Originator Original Licensing
Nursing Specialty	RE Late Renewal Fee	Loan Originator Partial-Year Original Licencing Fee
Prescriptive Authority	RE License Inactivation	LO Additional Records Check
LO Renewal	Education Provider Approval and Renewal Fee	ITSD IT Conference - MITA Vendor
LO Late Renewal	2004 Arbitration and Labor Relation Conference	ITSD IT Conference - Non-Mita Vendor
Loan Originator Relocation Fee	ITSD IT Conference - Single	MSU Housing Payments
Loan Originator Reinstatement Fee	ITSD IT Conference -Group	

### Existing Services

<b><u>Service</u></b>	<b><u>Agency</u></b>	<b><u>Status</u></b>
Applications and Draws	Fish, Wildlife and Parks	Completed
Appointments	Governors Office	Completed
Banking and Financial Lookup	Administration	Completed
Business Entity Annual Reports	Secretary of State	Completed
Business Entity Annual Reports -View	Secretary of State	Completed
Business Entity Certificates	Secretary of State	Completed
Business Entity Search	Secretary of State	Completed
Business Tax Express COGS	Revenue	Completed
Business Tax Express LFT	Revenue	Completed
Business Tax Express RVT	Revenue	Completed
Business Tax Express Withholding	Revenue	Completed
Certified Copies	Secretary of State	Completed
Child Support Payment Display	Public Health and Human Service	Completed
Civil Rights/DBE Tracker	Transportation	Completed
Coloring Contest	Statewide Service	Completed
Convicted Offender Network	Corrections	Completed
Corporate Records	Secretary of State	Completed
Driver Control Record Access	Justice	Completed
Driver Record Point-to-point	Justice	Completed
Driver Record Search	Justice	Completed
Educator Licensure	Office of Public Instruction	Completed
Educator Licensure Lookup	Office of Public Instruction	Completed
ePassport	Fish, Wildlife and Parks	Completed
Gov-elect Admin	Governors Office	Completed
Historical Society Memberships	Historical Society	Completed
Historical Society Shopping Cart	Historical Society	Completed
Hunting and Fishing Licenses	Fish, Wildlife and Parks	Completed
Income Tax Express	Revenue	Completed
Income Tax Express Short Form	Revenue	Completed
Motor Carrier Service	Transportation	Completed
Nominations	Governors Office	Completed

Parole Violators	Board of Pardons and Parole	Completed
Professional License Renewal	Labor and Industry	Completed
Professional License Renewal Specialties	Labor and Industry	Completed
Professional Licensee Lookup	Labor and Industry	Completed
PSAP	Administration	Completed
Radio Frequency Permitting	Administration	Completed
Radiology Administration	Public Health and Human Service	Completed
Radiology Inspections	Public Health and Human Service	Completed
Radiology Registration	Public Health and Human Service	Completed
Record Search	Justice	Completed
Registered Principal Name Search	Secretary of State	Completed
Registered Principal Search	Secretary of State	Completed
Residency Verification	Justice	Completed
Search Engine	Statewide Service	Completed
Searchable Properties Service	Governors Office of Economic Opportunity	Completed
Shopping Cart Sales	Statewide Service	Completed
State eCalendar Service	Statewide Service	Completed
Suggestion Submission	Governors Office	Completed
SVOR Downloads	Justice	Completed
UCC Bulk Data	Secretary of State	Completed
UCC Copies	Secretary of State	Completed
UCC Filings	Secretary of State	Completed
UCC Searches	Secretary of State	Completed
UI4U Claim Filing	Labor and Industry	Completed
UI4U Reactivate/Reopen Claim	Labor and Industry	Completed
UI4U Review Claim	Labor and Industry	Completed
UI4U View 1099-G	Labor and Industry	Completed
University Tuition Payments Accounting	University of Montana	Completed
University Tuition Payments	University of Montana	Completed
Vehicle Search	Justice	Completed
Vehicle Search 2	Justice	Completed
Virtual Cashier	Statewide Service	Completed
Virtual Terminal	Statewide Service	Completed
Voter File	Secretary of State	Completed
Voter Verification	Secretary of State	Completed
Yellowstone Service Security	Yellowstone County	Completed

In Development			
<u>Service</u>	<u>Agency</u>	<u>Status</u>	<u>Scheduled Date</u>
Campaign Tracker - Filings	Political Practices	Prototyping	9/1/2005
Campaign Tracker - Search	Political Practices	Prototyping	9/1/2005
Conference Registration	Administration	Data Gathering	9/1/2005
DOT Pavement	Transportation	Prototyping	12/31/2004
ePass	Administration	Data Gathering	12/31/2005
Internal Infrastructure (Transerve)	Statewide Service	Testing	12/31/2005
MSU Housing	Montana State University	Data Gathering	6/1/2005
Temporary Registration Permits	Justice	Prototyping	3/15/ 2005
UI4U	Labor and Industry	Testing	2/15/2005
Underground Storage Tank	Environmental Quality	Data Gathering	7/1/2005

## In Planning And Consideration

<b><u>Service</u></b>	<b><u>Agency</u></b>	<b><u>Status</u></b>
Professional License Bulk Downloads	Labor and Industry	Data Gathering
Ticket Sales	University of Montana	Data Gathering
Motor Vehicle Renewals	Justice	Data Gathering
Temporary Permit Registrations	Justice	Data Gathering
Lewis and Clark County Needs Assessment	Lewis and Clark County	Data Gathering
Montana ePass	Administration	Data Gathering



## MONTHS IN REVIEW

### CONSOLIDATED FINANCIAL REPORT

Montana Interactive, Inc.

-Unaudited report-

	<b><u>Nov.</u></b>	<b><u>Dec</u></b>	<b><u>YTD 2004</u></b>
Revenues	306,959	330,565	3,865,568
Cost of Revenues	178,267	187,790	2,242,550
Gross Profit	128,692	142,775	1,623,868
Operating Expenses	102,900	114,801	1,356,988
Income (Loss) from operations	25,792	27,974	266,880
Other Income (Expense)	0	0	0
<b>Net Income (Loss)</b>	<b>25,792</b>	<b>27,974</b>	<b>213,115</b>

### CONSOLIDATED BALANCE SHEET

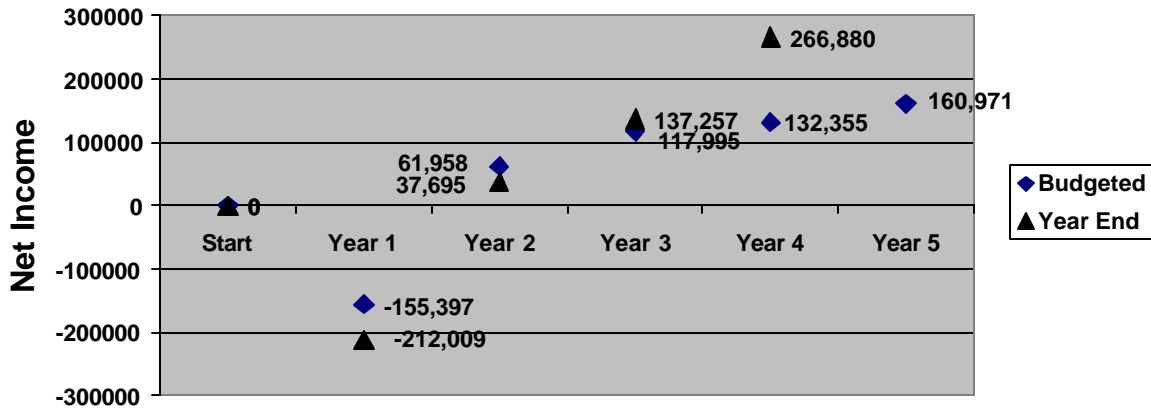
Montana Interactive, Inc.

-Unaudited report-

Assets	1,142,123
Liabilities	909,036
Shareholder Equity	233,087
Total Liabilities & Shareholder Equity	1,142,123

## TRACKING THE RFP RESPONSE

### 5 Year Outlook



### Service Metrics

Gross profit by service

<u>Service</u>	<u>Agency</u>	<u>YTD Adoption</u>	<u>Transactions</u>	<u>Nov</u>	<u>Dec</u>	<u>YTD</u>
Driver Control Record Access	Justice	N/A	37,044	36,890	42,719	503,565
Business Entity Search Certificates	Secretary of State	50%	708	738	678	8,578
Professional License Renewal	Labor and Industry	28%	6,579	9,681	12,856	41,446
Income Tax Express	Revenue	1%	129	239	556	15,354
Driver Record Search	Justice	62%	39,026	48,368	49,198	648,318
Convicted Offender Network	Corrections	N/A	9	4,344	3,565	57,021
Voter File	Secretary of State	100%	5	32	0	9,023
Historical Society Memberships	Historical Society	1%	40	18	46	153
Registered Principal Search	Secretary of State	100%	932	1,058	1,156	13,998
University Tuition Payments	University of Montana	27%	1,895	571	1,324	13,875
Hunting and Fishing Licenses	Fish, Wildlife & Parks	20%	3,531	1,474	5,696	78,633
Certified Copies	Secretary of State	N/A	135	116	114	1,644
Virtual Cashier/Virtual Terminal	Statewide Service	N/A	452	1,093	539	8,259
Vehicle Search	Justice	95%	6,538	5,007	4,800	41,257
Corporate Records	Secretary of State	57%	6	4,488	4,367	54,207
Campaign Tracker	Political Practices	N/A	0	0	0	0
Shopping Cart	Historical Society	N/A	90	106	133	410
Business Entity Annual Reports	Secretary of State	5%	83	166	0	5,958
Business Tax Express	Revenue	3%	0	0	0	2,123
Unemployment Insurance	Labor and Industry	N/A	0	0	0	20,000
Drivers License Monitoring	Justice	100%	187,987	3,728	3,791	30,730
UCC Copies	Secretary of State	N/A	940	0	0	0
UCC Bulk	Secretary of State	N/A	13	4,000	2,500	15,500
UCC Registration	Secretary of State	100%	707	2,124	2,118	16,146
UCC Filing	Secretary of State	5%	517	0	1,034	1,034
Montana State University-Housing	MT State University	1%	122	0	836	836
Subscriptions	Discovering Montana	N/A	184	4,450	4,750	35,800
<b>Totals</b>			<b>287,672</b>	<b>\$128,692</b>	<b>\$142,775</b>	<b>\$1,623,868</b>

## Services cost breakdown

<b>Service Name</b>	<b><u>Tech. hours</u></b>	<b><u>Mgmt Hours</u></b>	<b><u>Total Prod. Cost</u></b>	<b><u>2004 Maint. (hr x \$65 )</u></b>	<b><u>Total Maint. Cost</u></b>
Applications and Draws	750 x \$65	120 x \$45	\$54,150	\$0	\$0
Appointments	80 x \$65	40 x \$45	\$7,000	\$0	\$0
Banking and Financial Lookup	96 x \$65	77 x \$45	\$9,705	\$0	\$0
Business Entity Annual Report	1,202 x \$105	408x\$85	\$160,890	\$11,320	\$11,230
Business Entity Search	430 x \$105	160 x \$85	\$58,750	\$4,240	\$23,340
Business Tax Express - COGS	90 x \$65	10 x \$45	\$6,300	\$0	\$0
Business Tax Express - LFT	40 x \$65	10 x \$45	\$3,050	\$0	\$0
Business Tax Express - RVT	80 x \$65	25 x \$45	\$6,325	\$0	\$0
Business Tax Express Withholding	323 x \$105	98 x \$85	\$0	\$114,080	\$114,080
Certified Copies	119 x \$105	59 x \$85	\$17,510	\$4,660	\$6,760
Child Support Payment Display	466 x \$105	188 x \$85	\$64,910	\$0	\$1,260
Civil Rights/DBE Tracker	140 x \$105	70 x \$85	\$20,650	\$0	\$1,680
Coloring Contest	80 x \$105	80 x \$85	\$15,200	\$0	\$2,040
Convicted Offender Network	390x \$105	160 x \$85	\$54,550	\$8,480	\$26,120
Corporate Records	157 x \$105	102 x \$85	\$25,155	\$5,280	\$8,640
Driver Control Record Access	470 x \$105	160 x \$85	\$62,950	\$16,963	\$77,720
Driver Record Search	340 x \$105	160 x \$85	\$49,300	\$17,020	\$47,470
Educator Licensure	262 x \$105	136 x \$85	\$39,070	\$18,080	\$21,020
Educator Licensure Lookup	146 x \$105	72 x \$85	\$21,450	\$0	\$0
ePassport	320 x \$105	220 x \$85	\$52,300	\$0	\$10,080
Gov-elect Admin	60 x \$65	20 x \$45	\$4,800	\$0	\$0
Hisorical Society Memberships	472 x \$105	182 x \$85	\$65,625	\$5,800	\$12,520
Historical Society Shopping Cart	156 x \$105	119 x \$85	\$26,495	\$5,760	\$5,760
Hunting and Fishing Licenses	2201 x \$105	842 x \$85	\$302,675	\$104,280	\$180,300
Income Tax Express	378 x \$105	162 x \$85	\$53,460	\$6,060	\$38,020
Income Tax Express Short Form	251 x \$105	142 x \$85	\$38,425	\$0	\$0
Motor Carrier Service	160 x \$105	80 x \$85	23,600	\$0	\$1,410
Nominations	30 x \$65	10 x \$45	\$2,400	\$0	\$0
Parole Violators	36 x \$105	14 x \$85	\$4,970	\$520	\$520
Professional License Renewal	369 x \$105	876 x \$85	\$113,205	\$0	\$0
Professional License Renewal Specialties	190 x \$35	70 x \$45	\$15,500	\$3,820	\$7,600
Professional Licensee Lookup	257 x \$105	140 x \$85	\$38,885	\$71,320	\$195,280
PSAP	39 x \$105	14 x \$85	\$0	\$0	\$0
Radio Frequency Permitting	181 x \$105	106 x \$85	\$28,015	\$840	\$2,520
Radiology Administration	288 x \$65	38 x \$45	\$20,430	\$0	\$0
Radiology Inspections	359 x \$65	23 x \$45	\$24,370	\$0	\$0
Radiology Registration	341 x \$65	237 x \$45	\$32,830	\$0	\$0
Record Search	232 x \$105	10 x \$85	\$25,210	\$1,630	\$1,630
Registered Principal Search	712 x \$105	316 x \$85	\$101,620	\$7,540	\$21,190
Residency Verification	12 x \$105	2 x \$85	\$1,430	\$1,360	\$2,200
Search Engine	0	0	\$13,625	\$0	\$6,300
Searchable Properties Service	160 x \$105	80 x \$85	\$24,440	\$0	\$210



Shopping Cart Sales	300 x \$105	100 x \$85	\$40,000	\$8,640	\$25,440
State eCalendar Service	330 x \$105	150 x \$85	\$47,400	\$5,800	\$15,145
Suggestion Submission	70 x \$65	25 x \$45	\$5,675	\$0	\$0
UCC Bulk Data	166 x \$105	70 x \$85	\$23,380	\$2,980	\$2,980
UCC Filings	1181 x \$65	1,168 x \$45	\$129,325	\$0	\$0
UCC Search	563x\$105	356x\$85	\$89,375	\$13,880	\$13,880
University Tuition Payments	290 x \$105	208 x \$85	\$48,130	\$18,940	\$30,700
Vehicle Search	310 x \$105	165 x \$85	\$46,575	\$12,160	\$25,390
Virtual Cashier	216 x \$105	116 x \$85	\$32, 540	\$14,220	\$15,480
Virtual Terminal	264 x \$105	124 x \$85	\$38,260	\$39,640	\$43,390
Voter File	345 x \$105	161 x \$85	\$49,910	\$5,600	\$10,070
Voter Verification	179 x \$105	78 x \$85	\$25,425	\$1,075	\$1,075
Yellowstone Service Security	44 x \$105	0	\$0	\$0	\$0

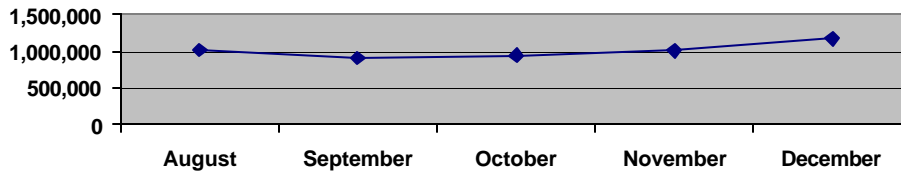
Totals \*\$2,213,505 \*\$531,988 \*\$1,010,450  
 \* Represents total for the life of the service. This work is provided at no cost to the state.



## SERVICE ACCESSES

App.DiscoveringMontana.com (Discovering Montana Online Services)

Service Hits\*



Service Accesses

Month	* Hits	**Visits
December '04	1,171,325	112,818
November '04	1,010,430	102,316
October '04	945,275	97,809
September '04	909,216	93,909
August '04	1,021,534	107,480

Report by service for app.discoveringmontana.com

Service	*Hits Nov/Dec	**Visits Nov/Dec	% of Total Visits
Convicted Offender Network	203,852	34,911	18%
Child Support Payment Display	96,767	34,846	18%
Business Entity Search	127,453	30,366	16%
Hunting and Fishing Licenses	116,046	19,022	10%
Professional Licensee Lookup	62,364	17,930	10%
Professional License Renewal	96,471	9,887	5%
State eCalendar Service	108,516	8,765	5%
UCC Search	99,693	5,731	3%
Vehicle Search	37,001	5,613	3%
Business Tax Express	26,058	5,419	3%
Registered Principal Search	14,426	3,875	2%
Driver Record Search	11,239	3,047	2%
University Tuition Payments	5,872	3,003	2%
Corporate Records	13,548	2,779	2%
Business Entity Annual Reports	11,317	2,138	1%
Historical Society Shopping Cart	42,261	1,323	1%
Income Tax Express	2,364	1,089	1%
Voter File	3,140	1,082	1%
Searchable Properties Service	3,075	1,005	1%
Certified Copies	4,622	917	1%
Motor Carrier Service	3,890	913	-
Virtual Cashier	1,915	504	-
Parole Violators	815	360	-
Virtual Terminal	2431	332	-
Voter Verification	1179	233	-
Historical Society Memberships	927	218	-
Educator Licensure	683	187	-
EPassport	226	97	-
PSAP	343	53	-
Radio Frequency Permitting	4	3	-

\*Hits - The number of requests for the current item. \*\*Visits - A sequence of requests, all made from the same IP  
As of December 1, new processes have been established to make HITS a more meaningful number, thus the number of hits has decreased



## IN CLOSING

As always, I welcome your thoughts and feedback.

I can be reached at 449-3468 or email at [rich@discoveringmontana.com](mailto:rich@discoveringmontana.com)

Respectfully Submitted,  
Rich Olsen  
General Manager